

Dear Team,

I am with you in being upset about the unfortunate event that happened last night aboard United Express flight 3411 headed from Chicago to Louisville. We are still gathering the facts and circumstances about this happening, especially in regards with the customer that refused to get off the plane which led to the Aviation Security Officers to forcibly remove him from the airplane.

I deeply regret the situation that was created and I stand behind you all and support you in treating our customers and each other with respect and dignity. In this unfortunate event, our employees followed existing procedures and did their best to ensure the safety and security of crew and passengers, to the best of their actions.

This is a new situation for our airline and for sure there are lessons to be learned from this experience and we are investigating further more the circumstances of this event in order to proceed with the proper actions to ensure safety and integrity of our customers and employees.

After gathering the facts and analyzing the entire event, I will come back to you with the summary of the happenings.

I want to reassure you that we, as a company, are constantly doing our best to ensure proper communication and conditions for you all, our employees and partners.

We truly believe in respecting each other and our customers and I trust that at the end of the investigation the appropriate measures will be put in place to ensure well treatment of our customers.

Oscar.